Incident Report: Unable to SSH into Physical Server

* **Issue Summary:**

We encountered an issue where a physical server was **pingable** but **not accessible via SSH**.

* **Troubleshooting Steps:**

1. **Accessing the Server via IDRAC/KVM**
   * Since SSH was unavailable, we engaged users with **IDRAC (VCenter for physical servers) or KVM access** to connect to the server.
   * A **server reboot** was initiated.
2. **Entering Single User Mode via GRUB**
   * During the reboot, after the **BIOS process**, we reached the **GRUB menu**.
   * The following steps were performed:
     + Pressed the **"Esc"** key to access the GRUB menu.
     + Selected the **first kernel** and pressed **"e"** to edit the boot parameters.
     + Added **"single"** at the end of the kernel line to boot into **single-user mode**.
     + Pressed **"Ctrl + X"** or **"b"** to boot into single-user mode.
3. **Remounting the Root Filesystem**
   * Once in **single-user mode**, the root filesystem was initially mounted as **read-only**.
   * To enable write access, we executed below command

**Command:- mount -o remount,rw /**

* + This command allows modifications to system files such as /etc/fstab.

1. **Editing /etc/fstab**
   * We edited the /etc/fstab file and **commented out (#) the NFS-related lines**, as they were causing boot issues.
   * The changes were saved, and the file was closed.
2. **Final Reboot & Resolution**
   * The server was rebooted successfully.
   * SSH access was restored, and the system was back online.